

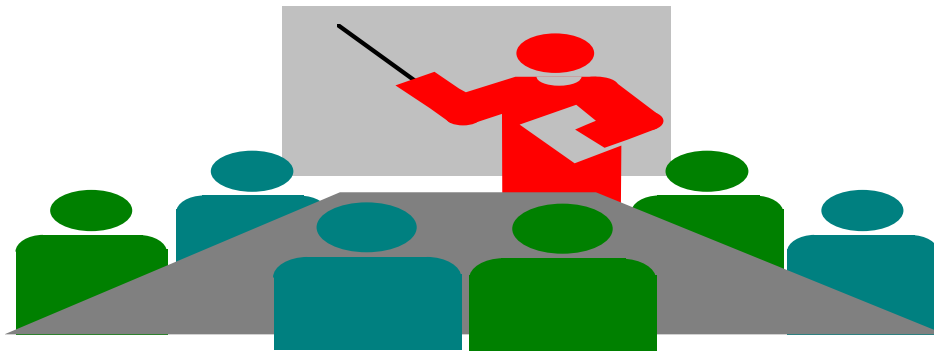
**CITY OF HARTFORD**  
**DEPARTMENT OF HUMAN RESOURCES**

**THE CITY ACADEMY**



**Your Key to A Successful Career**

**Learning Events Catalogue**  
**January through June 2009**



### **THE CITY ACADEMY**

The City Academy is committed to offering learning opportunities to all city employees that will continually allow them to enhance their skills and knowledge and lead to career advancement.

### **MAYOR PEREZ'S MISSION STATEMENT**

The mission of the City of Hartford is to provide a safe and clean community as well as provide a framework for opportunity for residents and visitors alike. This is a place of diverse choices to live, work, learn, worship, and play. This mission will be achieved by collaborating with public and private partners and delivering quality services that are reliable, accountable, efficient and ethical. The goal is to attract the best and brightest people and providers and to serve as a model for other cities.

### **MAYOR PEREZ'S VISION**

As New England's Rising Star, Hartford strives to be a national leader in economic growth, educational opportunity, and cultural vitality. We will prepare our youngsters and workforce for the 21<sup>st</sup> century economy and create new homeowners in vibrant and diverse neighborhoods. Safer communities spark more inspiration in the arts, commerce, and education. Hartford is home to history, culture, and architecture, but it is also a place of hope, opportunity, and progressive thinking.

### **THE CITY'S VALUES**

Accountability, Civic Pride, Collaboration, Efficiency, Ethics, Reliability, Respect

### **Director of Human Resources**

Santiago Malave

### **The City Academy**

William Peltó 757-9818

### **Internal Instructors:**

Godfred Ansah, Human Resources

Antoinette Baker, Human Resources

John Byrne, Human Resources

Gilbert Cortez, Human Relations

Cheryl Gill, Treasurer's Office

Santiago Malave, Human Resources

Herminia Otero, Human Resources

William Peltó, Human Resources

Poncho Torres, Finance Department

Mary Watson, Treasurer's Office

# *Schedule of Learning Events*

## **JANUARY 2009**

- 7 New Employee Benefits Orientation
- 8 Timekeepers' Updates on Time and Attendance
- 14 Customer Service
- 14 Timekeepers' Updates on Time and Attendance
- 21 Employee Lost Time
- NEW!** 22 Americans with Disabilities Act I
- 22 Time Keepers' Updates on Time and Attendance
- 27 Supervisory Training for Advancement (group A session 1)
- 28 New Employee Orientation
- 29 Supervisory Training for Advancement (group B session 1)

## **FEBRUARY 2009**

- 3 Supervisory Training for Advancement (group A session 2)
- 4 New Employee Benefits Orientation
- 5 Supervisory Training for Advancement (group B session 2)
- 10 Personnel Procedures
- 11 Progressive Discipline
- 18 Supervisory Refresher (day 1)
- 19 Supervisory Refresher (day 2)
- 24 Supervisory Training for Advancement (group A session 3)
- 25 Zero Tolerance and Fairness in the Workplace
- 26 Supervisory Training for Advancement (group B session 3)

## **MARCH 2009**

- 3 Supervisory Training for Advancement (group A session 4)
- 4 New Employee Benefits Orientation
- 5 Supervisory Training for Advancement (group B session 4)
- 10 Supervisory Training for Advancement (group A session 5)
- 11 Sexual Harassment in the Workplace
- 12 Supervisory Training for Advancement (group B session 5)
- 17 Supervisory Training for Advancement (group A session 6)
- 18 Equal Employment Opportunity I
- 19 Supervisory Training for Advancement (group B session 6)
- 24 Supervisory Training for Advancement (group A session 7)
- 25 Interview Techniques to keep you from Going to Court
- 26 Supervisory Training for Advancement (group B session 7)
- 31 Supervisory Training for Advancement (group A session 8)

# *Schedule of Learning Events*

## **APRIL 2009**

- 1 Basic Writing Skills
- 2 Supervisory Training for Advancement (group B session 8)
- 7 Supervisory Training for Advancement (group A session 9)
- 8 New Employee Benefits Orientation
- 9 Supervisory Training for Advancement (group B session 9)
- 14 Supervisory Training for Advancement (group A session 10)
- 15 New Employee Orientation
- 16 Supervisory Training for Advancement (group B session 10)
- 21 Supervisory Training for Advancement (group A session 11)
- 23 Supervisory Training for Advancement (group B session 11)
- 28 Supervisory Training for Advancement (group A session 12)
- 29 Zero Tolerance and Fairness in the Workplace
- 30 Supervisory Training for Advancement (group B session 12)

## **MAY 2009**

- 6 New Employee Benefits Orientation
- NEW!* 7 Understanding the Family Medical Leave Act (FMLA)
- 12 Business Writing I (day 1)
- 13 Equal Employment Opportunity II
- 14 Customer Service
- 19 Business Writing I (day 2)
- 20 Cultural Diversity (day 1)
- 21 Cultural Diversity (day 2)
- NEW!* 27 Interview Techniques for City Employees

## **JUNE 2009**

- 2 Business Writing II
- 3 New Employee Benefits Orientation
- 4 Resumes – Selling Yourself
- NEW!* 4-8 Commercial Drivers' License (CDL) Textbook Sessions (1-5)
- 9 Americans with Disabilities Act II
- 10 Upward Mobility Opportunities for City Employees
- 11-15 Commercial Drivers' License (CDL) Textbook Sessions (6-10)
- 16 Professional Presentations (day 1)
- 17 Employees' Lost Time
- 18 Professional Presentations (day 2)
- 26 Customer Service

### **AMERICANS WITH DISABILITIES ACT (ADA) OVERVIEW I**

***NEW!***

Human Relations staff provides an overview of the Americans with Disabilities Act, outlining employer responsibilities under the ADA. Provides definitions and procedures when an employee provides you with a doctor's notes requesting ADA accommodation. One 1½ -hour session.

Dates: Jan. 22, 2009  
Time: 9 - 10:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Manager/supervisor

### **AMERICANS WITH DISABILITIES ACT (ADA) OVERVIEW ii**

Human Relations staff provides an overview of the Americans with Disabilities Act, outlining employer and employee rights and responsibilities under the ADA. One 1½ -hour session.

Dates: June 9, 2009  
Time: 9 - 10:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.  
Audience: All

### **BASIC WRITING SKILLS**

This course provides employees with focused instruction in basic writing skills; the elements of writing a well-constructed sentence; subject, verb, direct object, article, etc. One 2 1/2-hour session.

Date: Apr. 1 2009  
Time: 9 - 11:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.  
Audience: All

### **BUSINESS SPANISH I**

This program teaches basic business conversational skills when interacting with the Spanish community. Materials will be supplied. Must commit to all sessions. Six 1-hour sessions.

Date: NOT AVAILABLE THIS PERIOD  
Time: 1-2 p.m.

Location: TBA  
Audience: All

### **BUSINESS SPANISH II**

A continuation of Business Spanish I, this program teaches basic business conversational skills when speaking with the Spanish community. Materials will be supplied. Must commit to all sessions. Six 1-hour sessions.

Date: NOT AVAILABLE THIS PERIOD  
Time: 1-2 p.m.

Location: TBA  
Audience: All

### **BUSINESS WRITING I**

This course is designed to help writers get their ideas on paper, organize, edit, and present them effectively. Topics include over-used clichés, redundancies, and editing. Two 2½-hour sessions.

Date: May 12 & 19, 2009

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.

Time: 9 -11:30 a.m.

Audience: All

## **BUSINESS WRITING II**

A hands-on session designed to write, review, and edit letters and memos. Participants will review and analyze sample letters and memos for over-used clichés, redundancies, run on sentences, fragments, etc. One 2½-hour session.

Date: June 2, 2009

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.

Time: 9 -11:30 a.m.

Audience: All

## **COMMERCIAL DRIVER'S LICENSE (CDL)**

***NEW!***

This program is designed to offer commercial driver's license classroom training concerning the State of CT written CDL exam. Course covers the Commercial Motor Vehicle Safety Act of 1986; driving safety; vehicle safety; vehicle inspections; basic control; driving management; transporting cargo; and air brakes. Open to employees of City's Public Works Department. Ten 2-hour sessions.

May 4-8 and 11-15, 2009

Location: Human Resources Conference Room

Time: 2 – 4 p.m.

Audience: Public Works Employees

## **CULTURAL AWARENESS AND DIVERSITY**

The purpose of this program is to understand the implications of the demographic changes in the workplace; recognize the biases and stereotypes based on gender, race, religion, age, culture, disability, and lifestyle; understand and make changes in attitudes or behaviors which are not conducive to working effectively with others. Two 2 ½- hour sessions.

Date: May 20 & 21, 2009

Location: Human Resources Conference Room

Time: 9 - 11:30 a.m.

Audience: All

## **CUSTOMER SERVICE**

Do you have a phone full of waiting calls; a line of customers waiting to see you? How do you take care of their concerns quickly without sacrificing the quality of service? This course offers techniques to help you deal with the irate citizen; talkative caller; statements to avoid; questions to ask; and what to listen for when speaking with callers and visitors. One 2½-hour session.

Date: Jan 14; May 14 2009

Location: Human Resources Conference Room

Time: 9 - 11:30 a.m.

Audience: All

## **EMPLOYEE ASSISTANCE PROGRAM I (EAP)**

EAP services provider introduces their services to supervisors and managers. Key topics include procedures, recognition of early warning signs, early intervention strategies, and constructive confrontation. Features discussion of issues and concerns to participants. One 2-hour session.

Date: TBA

Location: TBA



### **EMPLOYEES' LOST TIME**

Human Resources staff discusses the City's policy on lost time, excessive absenteeism, and what can be done to assist employees with a high lost-time record. Identifies leaves that do not contribute to lost time, discusses attendance problems, and explains medical evaluation forms. One 2 1/2-hour session.

Date: Jan. 21; June 17, 2009  
Time: 9 - 11:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Manager/Supervisor

### **EQUAL EMPLOYMENT OPPORTUNITY I (EEO)**

Human Resources staff provides information regarding the Equal Employment Opportunity program and the City's Affirmative Action plan with attention to the role of the supervisor. Key topics include definitions, laws, and City policies. Materials will be provided to participants. One 2 1/2-hour session.

Date: Mar. 18, 2009  
Time: 9 - 11:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Supervisor/Manager

### **EQUAL EMPLOYMENT OPPORTUNITY II (EEO)**

Human Resources staff provides information concerning the Equal Employment Opportunity program and the City's Affirmative Action Plan. Key topics include definitions, laws and City policies. One 2 1/2-hour session.

Date: May 13, 2009  
Time: 9 - 11:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.  
Audience: All

### **INTERVIEW TECHNIQUES FOR CITY EMPLOYEES**

***NEW!***

This workshop prepares individuals preparing for interviews. Focuses on the phases of a job interview; preparation, attire, answering questions, and follow-up. One 2-hour session.

Date: May 27 2009  
Time: 9 - 11 a.m.

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.  
Audience: All

### **INTERVIEW TECHNIQUES TO KEEP YOU FROM GOING TO COURT**

There are certain interview questions that are illegal for which the interviewer (supervisor) could be sued by the candidate(s) if those questions are asked. This workshop will discuss legal interview questions that supervisors may ask, as well as illegal questions to avoid in order not to spend a day in court. One 2 1/2-hour session.

Date: Mar. 25, 2009  
Time: 9 - 11:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Manager/Supervisor

### **NEW EMPLOYEE ORIENTATION**

This program introduces City government and services to the newly-hired employee. Key topics: the purpose and organization of City government, services provided; and the relationship between the employee and the public. Question and answer session. One 2 1/2-hour session.

Date: Jan. 28; Apr. 15, 2009

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.



Time: 9 - 11:30 a.m.

Audience: Newly-hired employees

### **NEW EMPLOYEE BENEFITS ORIENTATION**

Full-time employees are entitled to medical benefits as well as pension/retirement benefits. This session is arranged for all newly-hired full-time employees of the City. The program also covers group life insurance, available employee assistance programs, deductions, and City Academy courses. You will be notified by the Human Resources Department when to attend this course. One 2½-hour session.

Dates: Jan.7; Feb. 4; Mar 4;  
Apr.8; May 6; June 3, 2009

Location: Human Resources Conference Room  
Audience: New Hires

Time: 9 - 11:30 a.m.

### **PERSONNEL PROCEDURES I**

Human Resources staff presents information on personnel issues affecting all city departments. Topics covered include clarification of standard procedures established by the department, and discussions on lost time and its effects. One 2 1/2-hour session.

Date: Feb. 10, 2009  
Time: 9 - 11:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> fl. Conf. Rm.  
Audience: Manager/Supervisor

### **PERSONNEL PROCEDURES II**

Human Resources staff presents information on payroll procedures, completing forms, payroll advices, time and attendance, etc. One 2 1/2-hour session.

Date: TBA  
Time: 9-11:30 a.m.

Location: TBA  
Audience: Administrative staff

### **PROFESSIONAL PRESENTATIONS**

This program explains how to present your material in a logical, creative, and entertaining manner. Topics include gathering material, structure, attitude, adaptability, appearance, and voice. Two 2½- hour sessions.

Date: June 16 & 18, 2009  
Time: 9 - 11:30 a.m.

Location: Human Resources Conference Room  
Audience: Anyone making presentations.

### **PROGRESSIVE DISCIPLINE I**

Human Resources staff provides information on progressive discipline guidelines. Key topics include basic principles; just cause discipline; information session; counseling session; and warning notices. One 2 ½-hour session.

Date: Feb. 11, 2009  
Time: 9-11:30 a.m.

Location: Human Resources Conference Room  
Audience: Supervisor/Manager

### **RESUMES – SELLING YOURSELF**

What do you put in a resume? How do you list job experience? What personal information can you include? How do you sell yourself on a resume? What information on a resume could keep you from getting a position? This workshop covers these and additional topics and helps you create a style to best present yourself. Bring a copy of your current resume. One 2½ -hour session.

Date: June 4, 2009  
Time: 10 - 11:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

### **SEXUAL HARASSMENT IN THE WORKPLACE**

Presents general information regarding sexual harassment in the workplace. Topics include definitions, laws, employee rights, City policies, case studies, and complaint procedures. One 2 1/2-hour session.

Date: Mar.11, 2009  
Time: 9 - 11:30 a.m.

Location: 525 Main St., 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

### **SUPERVISORY TECHNIQUES REFRESHER**

Mandatory for all newly-appointed mid-managers and supervisors, this course reinforces new methods of positive supervision that net results. Topics covered: productivity, schedules; documentation; disciplinary action, scenarios, and a question and answer session. Two 2 1/2-hour sessions.

Date: Feb. 18 & 19, 2009  
Time: 9 -11:30 a.m.

Location: Human Resources Conf. Room  
Audience: Mid-managers and Supervisors

### **SUPERVISORY TRAINING FOR ADVANCEMENT**

This course is designed to offer supervisor training to those employees with no supervisory experience. A certificate will be issued at the completion of the program. Topics covered will include communicating with subordinates, evaluations, techniques for success, giving feedback (positive and negative), creating scenarios, speaking with current supervisors, and a question and answer session. Must commit to all sessions. Twelve 2 ½ -hour sessions.

Date: Jan 27 – April 28 or Jan 29 – Apr. 30, 2009  
Time: 9 - 11:30 a.m.

Location: Human Resources Conf. Room  
Audience: Non-supervisory employees

### **TIMEKEEPERS' UPDATES ON TIME AND ATTENDANCE PROCEDURES**

Designed for timekeepers and their back-up person, this program will help explain how the City's MUNIS payroll, time and attendance programs operate. Topics include coding, running balances, updates, accruals vacation, sick, paid and unpaid leave. Handouts will be provided as well and a questions and answer session. Need to attend only one 3-hour session. Please contact Amy Stewart in the Payroll Division of the Finance Department.

Date: January 8, 14, 22, 2009

Locations: MHIS Training Lab.

Time: 9 – noon or 1-4 p.m.

Audience: Time Keepers and their back-up person

## **UNDERSTANDING THE FAMILY MEDICAL LEAVE ACT - FMLA**

***NEW!***

Human Resources staff will provide information on the Family Medical Leave Act of 1993. This workshop will cover the purpose of the FMLA, Federal regulations, definitions, types of leaves available, documentation required to qualify, approvals, numbers of work hours required, and time available. One 2-hour session.

Date: May 7, 2009

Location: Human Resources Conference Room

Time: 9 – 11 a.m.

Audience: All

## **UPWARD MOBILITY OPPORTUNITIES FOR CITY EMPLOYEES**

For employees who are interested in career advancement, this workshop will discuss: (a) How to appropriately complete an employment application; (b) The pitfalls in the application process; (c) What happens when you apply for a position; and (d) What to and what not to say and do at an interview. One 2-hour session.

Date: June 10, 2009

Location: 525 Main St., 2<sup>nd</sup> Fl. Conf. Rm.

Time: 9 - 11 a.m.

Audience: All

## **WRITING, A Hands-On Approach**

This is an 8-week, on-going, hands-on program where any City employee can work on enhancing or improving their writing skills. Includes group and one-to-one exercises and assignments. Eight 1-hour sessions. Contact William Pelto at extension 6362.

Date: Fridays, by appointment

Location: Human Resources Conference Room

Time: 8 - 9 a.m.

Audience: All

## **ZERO TOLERANCE AND FAIRNESS IN THE WORKPLACE**

Participants will review Federal, State, and Municipal laws and regulations and apply them in the workplace. Topics covered include creating and maintaining a non-hostile work environment, defining terms, regulations and their importance; cases of sexual harassment; and understanding reasonable accommodation and undue hardships. Designed for managers, supervisors, and employees seeking to maintain an open and fair workplace. One 2 1/2-hour session.

Date: Feb. 25; Apr. 29, 2009

Location: 525 Main St., 2<sup>nd</sup> Fl. Conf. Rm.

Time: 9 - 11:30 a.m.

Audience: All

## **MANDATORY COURSES FOR ALL CITY EMPLOYEES**

**Americans with Disabilities Act**

**Cultural Diversity**

**Customer Service**

**Sexual Harassment**

## **Zero Tolerance and Fairness in the Workplace**

## DO YOU WANT TO CONTINUE YOUR COLLEGE EDUCATION?

### THE CITY OF HARTFORD OFFERS A TUITION REIMBURSEMENT PROGRAM

The City of Hartford offers a tuition reimbursement program to its employees. Approved participants are eligible to receive between 50 to 80 percent of their registration and course expenses. The reimbursement program does not cover books, parking, meals, or residency.

City and Police Department employees are eligible for fall and spring semesters only, while Fire Department employees may also attend summer courses.

To enter into the program you must be a full-time employee and must have completed your initial probationary status. Courses must be taken at an accredited college or university and you must receive a passing grade.

Employees of the Hartford Public Library system or the Board of Education are not eligible for this program.

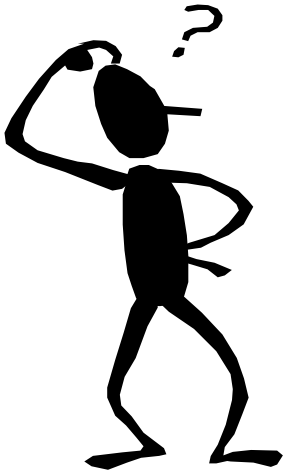
For further information, please contact Antoinette Baker in the Human Resources Department at 757-9800.

## The TOAST OF HARTFORD

The City of Hartford Chapter of *Toastmasters International* meets from noon to 1:00 p.m. the second and fourth Wednesday of every month in the third floor conference room at City Hall.

The **Toast of Hartford** provides a mutually supportive and positive learning environment in which every member has the opportunity to develop communication and leadership skills. Meetings focus on speaking, listening, and thinking skills; and foster self-actualization, leadership potential, and understanding.

For additional information contact Jeff Hallin, club president at 757-9552, or William Pelto, training manager at 757-9818. Informational packets are available upon request.



DID YOU KNOW . . .

That the City of Hartford, in conjunction with Hartford Public Schools offers:

- **GED** (High School Equivalency) Program

- **ESL** (English as a Second Language)

For further information, or to register, please contact William Peltó,  
Training Manager at 757-9818.

### REGISTRATION

A registration form is located on page 15 of this catalogue. Complete sections I - 3, sign, obtain necessary signature(s), and to **William Pelto, Human Resources Department, City Hall**. Registration forms should be submitted at least one week before scheduled event. **Mark the date and time on your calendar.** *No reminder notices will be sent.*

### COMMITMENT

With submission of the registration form, participant and management make a commitment to accept responsibility for attendance through completion of the learning event. ***Supervisors will be notified of those who register but do not attend class.***

### EVALUATION

Participants may be asked to evaluate the event at the end of the session. A follow-up evaluation may be sent approximately two months after completion of the event.

### CANCELLATION

The City Academy will notify participants of any changes in schedule or cancellations. Participants must notify the City Academy at 757-9818 in event of illness or other inability to attend their scheduled courses.

## SELF-STUDY

The City Academy has a series of self-study audiocassette tapes available for loan to City employees. Tapes are loaned for a period of four weeks. Contact William Pelto at 757-9818 to arrange for loan of a self-study tape.

- Confident Public Speaking
- Focused Listening Skills
- High Impact Business Writing
- How to Give Exceptional Customer Service
- How to Set & Achieve Goals
- How to Write Practically Any Business Document
- Life Planning
- One Hundred and One Ideas to Organize Your Business Life
- Pleasing Your Hard to Please Customers
- Power Networking
- Speed Reading
- Taking Control of Your Workday
- The One-Minute Manager
- What's So Funny About Work? (video cassette only)
- Writing Analytical Reports (book only)

**CITY ACADEMY**  
**REGISTRATION FORM**

**SECTION I**

Name: \_\_\_\_\_ Employee Number: \_\_\_\_\_  
Title: \_\_\_\_\_ Office Phone Number: \_\_\_\_\_  
Department: \_\_\_\_\_ Division: \_\_\_\_\_

**SECTION 2**

Title of requested City Academy course(s):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**SECTION 3**

Approvals:

\_\_\_\_\_  
Applicant signature

\_\_\_\_\_  
Supervisor/Department Head signature

***Supervisors will be notified of those who register but do not attend class.***

Send registration form to:

William Pelto, Human Resources Department, City Hall, 550 Main Street.  
The registration form can also be faxed to 722-8042.

Most City Academy training courses will take place at 525 Main Street, second floor conference room. All classes will start **promptly** at 9 a.m. Please allow adequate time for travel and parking. Parking is available in the Sheldon/Prospect Street lot. Be sure to let the guard know you are attending a training session arranged by Human Resources.

Please make note of class dates and times on your calendar. Reminders **will not** be sent.

**Please Note:**

**Messages for class participants can be left in the Human Resources Department at 757-9800. It is the responsibility of students to check during break or at lunch. Emergency messages will be delivered immediately.**